

Cont.
A.1

1 2. (Amended) A method as in claim 1, wherein the request is issued
2 from a terminal having a processor that is in communication with the host computer, and
3 further comprising logging an error if the identifier is not valid.

1 3. (As filed) A method as in claim 2, wherein the request is sent from
2 the host computer to the terminal.

1 4 (As filed) A method as in claim 1, where the request is issued
2 from a customer service operator over a phone.

1 5. (As filed) A method as in claim 2, wherein the identifier is
2 received at the host computer from the terminal.

1 6. (As filed) A method as in claim 1, wherein the host computer
2 includes an associated database, and wherein the identifier is verified by comparing the
3 identifier with a list of valid identifiers in the database.

1 7. (As filed) A method as in claim 1, further comprising determining
2 whether an appropriate form has already been ordered.

1 8. (As filed) A method as in claim 7, wherein if an appropriate form
2 has not been ordered, placing an order for an appropriate form.

1 9. (As filed) A method as in claim 8, further comprising evaluating
2 whether the ordered form is received by a user.

1 10. (As filed) A method as in claim 9, further comprising transmitting
2 an identifier for a replacement form to the host computer.

1 11. (As filed) A forms auditing system, comprising:
2 a host computer; and
3 a database associated with the host computer, the database having a record
4 of a set of forms and a valid identifier for each of the forms;

5 wherein the host computer is configured to receive an identifier in
6 response to a request to audit a form, and to verify whether the identifier is a valid
7 identifier for the audited form by comparing the identifier with the identifiers in the
8 database, and to produce a record in the database of the comparison.